

# VACANCY ANNOUNCEMENT

## EMBASSY OF THE UNITED STATES OF AMERICA SAN SALVADOR



No. 14-39	<b>Receptionist/Telephone Operator</b> Position Vacancy	Date: 07/29/14
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**OPEN TO:** All interested candidates

**POSITION:** Receptionist/Telephone Operator, FSN-5, FP-9

**OPENING DATE:** July 29, 2014

**CLOSING DATE:** August 13, 2014

**WORK HOURS:** Full time; 40 hours/week

**SALARY:** \*Locally Employed: \$11,554 (Starting salary: BR + Allowances)

*Due to budgetary considerations, Post cannot provide Highest Previous Rate above Step 5 of the grade of the position for Eligible Family Members.*

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in San Salvador is seeking one individual for the position of Receptionist / Telephone Operator in the Information Management Office.

### BASIC FUNCTION OF THE POSITION

Incumbent performs information technology (IT) tier one help desk duties, telephone operations, receptionist and administrative support duties.

For a complete position description of the position listing all duties and responsibilities, please see the following link: [Receptionist/Telephone Operator, FSN-5, FP-9 PD](#)

### QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criteria detailed below with specific and comprehensive information supporting each item.

- 1. EDUCATION:** Completion of secondary school is required.

2. **EXPERIENCE:** One year of receptionist/telephone switchboard experience; one year experience in a computer help desk call center environment or one year of experience with basic computer troubleshooting techniques is required.
3. **LANGUAGE:**  
English: Level III (Good working knowledge) Speaking/Reading is required.  
Spanish: Level III (Good working knowledge) Speaking/Reading is required.  
*(Applicants will be tested at the level of language proficiency required in order to be eligible to move on to the interview stage) These are not FSI levels.*
4. **KNOWLEDGE:** Must have knowledge in computer help desk work and Microsoft Office applications. (Microsoft Word 2010, Microsoft Excel 2010 and E-mail applications).
5. **INTERPERSONAL SKILLS:** Must be tactful with callers and visitors and able to work under pressure.

## SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

## TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (DS-0174); <http://sansalvador.usembassy.gov>;
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the positions as listed above.

## SUBMIT APPLICATION TO

Human Resources Office  
American Embassy San Salvador

***Due to the volume of responses, individual acknowledgements regarding receipt of applications cannot be made. Only those applicants who are invited for an interview will be notified regarding the status of their applications.***

## DEFINITION

1. US Citizen Eligible Family Member (USEFM) – **for purposes of receiving preference, a USEFM is one** who meets the following criteria:

- US Citizen; and,
- EFM (see below) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

**CLOSING DATE FOR THIS POSITION: August 13, 2014**

The US Mission in San Salvador provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should

avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

**Cleared:** FMO/HRO/IPO

**Approved:** MGT:ADEULUS